

## **Galaxy Dance & Gymnastics Ltd**

### **Privacy Policy**

**Last Updated: 06 January 2025**

Galaxy Dance & Gymnastics Ltd ("we", "our", "us") is committed to respecting and protecting your privacy. This policy explains how and why we collect, use, and store your personal data, and outlines your rights under UK data protection law.

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#### **1. Contact Details**

If you have any questions or requests regarding your data, you can contact us at:

**info@galaxydanceandgym.co.uk**

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#### **2. What Information We Collect and Why**

We collect personal data only where necessary for the delivery of our services, legal compliance, and communication with you.

##### **For Student Education and Welfare**

- Names and contact details for students/children
- Names and contact details for parents/carers
- Attendance and absence data
- Health information (to support safe participation in classes)

##### **For Queries, Complaints or Claims**

- Names and contact details
- Purchase or service history
- Health and safety information (e.g. incident reports)
- Written correspondence

##### **For Information Updates or Marketing**

- Names and contact details
- Marketing preferences
- Consent records

##### **To Comply with Legal Requirements**

- Health and safety records
  - Safeguarding and incident documentation
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#### **3. Lawful Bases for Processing**

Under the **UK GDPR**, we must have a valid reason—called a “lawful basis”—to use your personal data. The lawful bases we rely on include:

##### **Student Education and Welfare**

- **Consent** – You (or your parent/carer) have given permission for us to use your data.

##### **Queries, Complaints or Claims**

- **Consent** – With your permission, we use your data to respond and investigate appropriately.

##### **Marketing & Information Updates**

- **Consent** – You can choose whether you receive communications from us. You can withdraw consent at any time.

##### **Legal Obligations**

- **Legal obligation** – We are required to collect or retain some information to comply with the law, particularly around safeguarding and health & safety.
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#### **4. Your Data Protection Rights**

You have rights under UK data protection law, including:

- **Right of access** – Ask to see the personal data we hold about you.
- **Right to rectification** – Ask us to correct or complete inaccurate information.

- **Right to erasure** – Request that we delete your personal data (in some cases).
- **Right to restrict processing** – Ask us to limit how your data is used.
- **Right to object** – Object to how we are using your data.
- **Right to data portability** – Ask us to transfer your data to you or another provider.
- **Right to withdraw consent** – You can withdraw consent at any time where we rely on it.

We aim to respond to all rights requests within **one month**.

Please email your request to **info@galaxydanceandgym.co.uk**.

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## 5. Data Security and Retention

We take appropriate steps to protect personal data, including:

- Secure storage (digital and physical)
- Role-based access controls
- Regular data reviews and secure disposal when no longer required

Retention periods vary based on the type of data and legal obligations. For example:

- Incident records: kept for up to **6 years**
  - Contact and health details: retained while enrolled and deleted after account closure unless required longer
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## 6. Sharing Personal Data

We only share your data when necessary and with trusted parties, such as:

- Session leaders (only relevant data)
- Emergency services, if needed
- Third-party service providers (e.g. booking/payment platforms)
- Safeguarding or legal authorities, where required by law

We **do not** sell your data or share it with advertisers.

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## 7. Marketing Communications

We may contact you about relevant updates, new classes, or promotions—**only if you've given us permission**. You can change your preferences or unsubscribe at any time by clicking the link in our emails or emailing **info@galaxydanceandgym.co.uk**.

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## 8. How to Make a Complaint

If you're unhappy with how we use your data, please contact us first at **info@galaxydanceandgym.co.uk**.

If you're not satisfied, you can complain to the **Information Commissioner's Office (ICO)**:

### Address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

[www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)